

EXHIBIT 10

1 DLA PIPER LLP (US)
2 1251 Avenue of the Americas
3 New York, New York 10020
4 Tel.: (212) 335-4500
5 Fax: (212) 335-4501
6 *Counsel for Defendants Hudson Group (HG) Retail, LLC*
7 *and Airport Management Services, LLC*

8
9 UNITED STATES DISTRICT COURT
10 SOUTHERN DISTRICT OF NEW YORK

11 MOHAMMED NABI and RIFAT RIZVI,
12 *on behalf of themselves, FLSA Collective*
13 *Plaintiffs and the Class,*
14 Plaintiffs, X
15 -against- :
16 HUDSON GROUP (HG) RETAIL, LLC, :
17 AIRPORT MANAGEMENT :
18 SERVICES, LLC and JOHN DOES 1-10, :
19 Defendants. :
20 ----- X
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23 Case No. 14 CIV 4635 (VEC)

24 ECF Case

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28 **DECLARATION OF ANNA DRAMMEH**

I, Anna Drammeh, declare as follows:

1. I have personal knowledge of the facts set forth in this Declaration and, if called as a
2 witness, could and would testify competently as to their accuracy.
3. I currently work for Hudson Group (HG) Retail, LLC as an Operations Manager at
4 Hudson's Penn Station operations in New York, New York.
5. I was hired by Hudson in 1999 as a Cashier at Hudson's Port Authority operations. I
6 worked that position for 4-5 months before I was transferred to Grand Central Station and
7 promoted to Operations Manager. In 2009, I was transferred to Hudson's Penn Station
8 operations.
9. Prior to Hudson, I worked as a Dunkin Donuts manager. As a Hudson Operations
10 Manager, I also spot check Dunkin Donuts cashiers.

-1-

5. I have no idea about Hudson's airport operations. I have never worked at an airport, and cannot begin to guess what duties any managers or workers have at other locations.
 6. As a manager, I have always received a weekly salary which exceeds \$455 per week, and I have not experienced any deductions in salary for partial-day absences. My salary is not reduced for variations in the quality or quantity of my work.
 7. Hudson's Penn Station operations consist of approximately twelve (12) locations.
 8. Hudson's Grand Central Station operations consist of five (5) stores. Two (2) retail locations are located within Grand Central, open seven days a week during both the day and the evening. The other three (3) locations are in office buildings located at 335 Madison Avenue. The Biltmore and 337 Madison Avenue and are open weekdays during both the day and night until 9:00 p.m.
 9. I check into work using the Kronos system, which is an electronic thumbprint identification system. I do not clock or stamp out of work when I leave the facility.
 10. Notices addressing employees' FLSA and overtime compensation rights are clearly and prominently posted on the main notice board, in front of the main entrance to the employee room.

Operations Manager Duties

11. At Grand Central, I managed the PM Shift. Approximately 20-22 employees worked under me, including Sales Associates, Expeditors, Warehouse employees, etc.
 12. At Penn Station, I manage the PM Shift, which generally runs from 4PM to 1AM. Along with 4 other managers, there are approximately 25-26 hourly staff working under us each PM shift. Neither Edwin Soto, the General Manager (“GM”) or the Assistant General Manager (“AGM”) are on duty during the PM shift. Thus, I am the most senior Operations Managers on duty in the PM Shift, and handle almost all operational and

1 personnel issues at Penn Station. Although Hudson News Penn Station stores may service
 2 16,500 customers in one night, I will rarely contact the GM with a question – at most,
 3 maybe once every month or two.

4 13. On the rare occasion when I do contact the GM, it is generally due to an emergency. For
 5 example, in 2007 when a steam pipe exploded in Grand Central Station, there was
 6 widespread chaos and panic about another terrorist attack. This was a pipe explosion, and
 7 people thought it was a terrorist attack. I was in charge, and led the evacuation of the
 8 Hudson News employees to an off-site location. Only then did I seek guidance from the
 9 GM before sending all our employees home. That day's events, and my leadership as the
 10 Hudson Operations Manager in charge, were reported in the New Yorker Magazine:
 11 <http://www.newyorker.com/magazine/2007/07/30/head-count>.

12 14. I spend almost all of my time managing and directing the operations. Very rarely am I
 13 running a cash register, unless there is a serious emergency and I have no choice because
 14 there are no other personnel.

15 15. I make the schedules each PM Shift I am on duty at Penn Station. I come in to the office
 16 and assign staff to each of the various locations. As part of my Operations Manager
 17 duties, I need to understand and evaluate my staff. Therefore if I have a slow cashier on
 18 duty, I will put him or her in a low traffic store. For some stores, I need Sales Associates
 19 with lottery machine experience. I generally put the best Sales Associates in the busiest
 20 store, and constantly work to manage the work flow.

21 16. I am authorized to make changes to the schedule. I independently reshuffle schedules
 22 when employees call in sick, and do not receive direction from the GM at all on
 23 scheduling.

24 17. As PM Operations Manager, I am responsible for closing the stores.
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Customer Service and Training

18. I am responsible for customer satisfaction and held accountable if my staff does not follow company policy. I therefore ensure that Sales Associates are giving the best customer service, following the Travelers Best Friend policies, smiling at customers, keeping the stores neat, clean, and stocked, and upselling at checkout.

19. As Operations Manager, I have won Hudson News Customer Service Awards for seven years. I try to instill these same customer service values, and reinforce Hudson's customer service policies, through all my staff.

20. Thus, I am always making sure my staff provide the best possible customer service – we are here for our customers.

21. Although the Penn Station PM shift sometimes has challenging customers (drunk or bad-tempered), I constantly instruct my staff to listen to the customer's issues, quickly resolve and apologize, and **never argue with the customer**. If they cannot resolve the issue, they must immediately call me to speak with the customer.

22. I take pride in Hudson News providing the fastest and best customer service, far superior to our competitors. My motto, which I instill in my staff, is: "*treat the customers right and they will come back.*"

23. I firmly believe my customer service training, and my team's execution, benefit the company overall. Indeed, Hudson's Penn Station operations is a leader in sales, and as an Operations Manager, I receive monthly cash bonuses through its Manager Incentive Program.

24. I handle all customer complaints – everything from poor attitudes, unfriendly service, to improper change. I apologize to the customer on the company's behalf and do whatever I can to make the customer happy. I follow the Travelers Best Friend.

Maximizing Sales

25. I regularly canvas the stores, to determine what merchandise needs to be restocked in each store. I then direct Sales Associates, Expeditors and Warehouse Associates in executing the restocking and replenishment of stores so they are ready for business.

26. I am constantly moving around all the stores, checking on everything – merchandise, change money, voids, register problems, spot checks, assigning breaks, shutting down registers at the end of each shift, etc. In between I am placing inventory orders. I am also making sure everyone is doing their jobs properly.

27. If items are not selling well, I independently remove them, and replace them with new items.

28. I attend monthly manager meetings, which are attended by all managers (PM and AM), where we discuss sales, customer service, upcoming promotions and programs, minimizing shrink, inventory expectations, general operational issues, and more.

29. We also discuss sales activity. If sales are down, we discuss what the problem can be – wrong merchandise, Sales Associates customer service levels, etc. Every time there is a drop in sales we have to discuss the reason.

Hiring/Promotion/Discipline/Training

30. I provide input regarding staff to the GM and have the authority to make recommendations to him regarding the hiring, discipline (up to termination), advancement, and promotion of the hourly staff. I am authorized to discipline employees. If the misconduct is serious, I will recommend that the employee be suspended.

31. Operations Managers are on the floor, so we know better than anyone who should get raises or promotions. I look for and recognize employees that do a wonderful job, never refuse assignments, and work hard without complaint. I've recommended a number of

1 good workers for raises or bonuses. Although not all of my recommendations have been
2 acted upon yet, I am continuing to lobby for the hard workers on my staff. I am always
3 trying my best for my PM workers.

4 32. As a manager I have to be able to discipline individuals to do my job. I cannot perform
5 otherwise. I regularly give verbal warnings to Sales Associates and Expeditors for not
6 properly doing their work or giving poor customer service.

7 33. My discipline recommendations have led to terminations. For example, in 2014 a sales
8 associate was constantly claiming he could not do his work, and refusing to perform
9 simple tasks, like restocking refrigerators. I verbally warned him, then had HR write him
10 up. The company terminated him within three months.

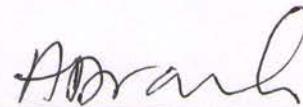
11 34. Although I am authorized to suspend employees, due to the Union collective bargaining
12 agreement, I have to go through Union representatives when issuing any discipline more
13 serious than a verbal warning.

14 35. As managers, we train all new Sales Associates on how to use registers, give good
15 customer service, and reiterate Travelers Best Friend policies.

16 36. I provide input and have the authority to make recommendations to the GM regarding the
17 hiring, discipline (up to and including termination), advancement, and promotion of the
18 hourly staff.

19 37. My duties and responsibilities are generally the same as those listed on the Hudson job
20 description for Operations Managers.

1 I declare under penalty of perjury under the laws of the State of New York and the United States
2 of America that the foregoing is true and correct and that this declaration was executed this 8
3 day of January, 2015, at New York, New York.
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ANNA DRAMMEH

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EXHIBIT 11

1 DLA PIPER LLP (US)
2 1251 Avenue of the Americas
3 New York, New York 10020
4 Tel.: (212) 335-4500
5 Fax: (212) 335-4501
6 *Counsel for Defendants Hudson Group (HG) Retail, LLC*
7 *and Airport Management Services, LLC*

5 UNITED STATES DISTRICT COURT
6 SOUTHERN DISTRICT OF NEW YORK

7 MOHAMMED NABI and RIFAT RIZVI,
8 *on behalf of themselves, FLSA Collective*
Plaintiffs and the Class,

9 Plaintiffs,

X Case No. 14 CIV 4635 (VEC)

10 -against-

ECF Case

11 HUDSON GROUP (HG) RETAIL, LLC,
12 AIRPORT MANAGEMENT
SERVICES, LLC and JOHN DOES 1-10,

13 Defendants.

X

14
15 **DECLARATION OF UDITHA GOONATILAKA**

16 I, Uditha Goonatilaka, declare as follows:

- 17 1. I have personal knowledge of the facts set forth in this Declaration and, if called as a
18 witness, could and would testify competently as to their accuracy.
19 2. I currently work for Hudson Group (HG) Retail, LLC as an Operations Manager at
20 Hudson's Penn Station operations in New York, New York.
21 3. I have an accounting degree from Colombo University in my native country of Sri Lanka.
22 4. I was hired by Hudson on or about July 21, 1999 as a Sales Associate/Cashier at Hudson's
23 Port Authority operations. I worked that position less than three years before I was
24 promoted to Operations Manager/Office Manager at Port Authority, where I worked
25 primarily out of the money room, and was responsible for Human Resources, scheduling
26

1 employees, and receiving and ordering merchandise. I was transferred to Penn Station
 2 around October 2013.

- 3 5. I have no idea about Hudson's airport operations. I have never worked at an airport, and
 4 cannot begin to guess what duties any managers or workers have at other locations.
 5
- 6 6. As a manager, I have always received a weekly salary which exceeds \$455 per week, and
 7 I have not experienced any deductions in salary for partial-day absences. My salary is not
 8 reduced for variations in the quality or quantity of my work.
- 9 7. Penn Station consists of seventeen (17) locations. Twelve (12) are located within Penn
 10 Station, two (2) are located at the Jacob Javits Center, two (2) are located at 33rd Street
 11 and one (1) is located at the World Trade Center.
- 12 8. I check into work using the Kronos system, which is an electronic thumbprint
 13 identification system. I do not clock or stamp out of work when I leave the facility.
 14
- 15 9. Notices addressing employees' FLSA and overtime compensation rights are clearly and
 16 prominently posted on the main notice board, in front of the main entrance to the
 17 employee room.

18 **Operations Manager Duties**

- 19 10. At Penn Station, I manage the AM Shift. Generally there are two Operations Managers on
 20 duty in the AM Shift, but sometimes I am the only Operations Manager. Edwin Soto, the
 21 General Manager ("GM") rarely supervises or directly watches over me.
 22
- 23 11. I supervise approximately 50-60 hourly staff (Expeditors, Sales Associates, 2 hourly
 24 Supervisors) in the AM shift.
- 25 12. I spend almost all of my time managing and directing the operations. Very rarely am I
 26 running a cash register, unless there is a serious emergency and I have no choice because
 27 there are no other personnel.

- 1 13. I work the money room when the Accountant takes days off, which is about 1-2 days per
2 week. I count all the money bags that come into the office, from both night and day shifts,
3 amounting to more than 100 money bags on average. Each shift has about 50-60 money
4 bags each, plus Dunkin Donut money bags, amounting to \$50,000 to \$60,0000 of cash per
5 shift. When I cover for the Accountant, we keep track of all the credit card transactions
6 for Amex, Visa, MC, and Discover. I also record all the cash receipts and prepare all the
7 money for pickup by the bank. I also make sure that each register has a \$300 bank of
8 change. I am the only Operations Manager with these duties at Penn Station.
- 9
10 14. I make the schedules each day I am on duty. I come in to the office each morning and
11 assign staff to each of the various locations. As part of my manager duties, I need to
12 understand and evaluate my staff. Therefore if I have a slow cashier on duty, I will put
13 him or her in a low traffic store. For some stores, I need Sales Associates with lottery
14 machine experience. Store No. 4, for example, is the busiest, and needs the fastest
15 cashiers. There I usually put a mix of two fast and two slower cashiers so that we can
16 manage the work flow. For some small stores that are not busy I will put slower cashiers
17 there.
- 18
19 15. I am authorized to make changes to the schedule. I independently reshuffle schedules
20 when employees call in sick, and do not receive direction from the GM at all on
21 scheduling. If another Operations Manager is on duty, we will split the locations.
- 22
23 16. When hourly staff call in sick, they sometimes call the office, but generally call or text my
24 cell phone. They also can call other Operations Managers, such as Kamlesh Desai and
25 Asim Syed.
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Hiring/Promotion/Discipline/Training

17. I provide input regarding staff to the GM and have the authority to make recommendations to him regarding the hiring, discipline (up to termination), advancement, and promotion of the hourly staff. I am authorized to discipline employees. If the misconduct is serious, I will recommend that the employee be suspended.
18. I am constantly involved in hiring employees. For example, at Port Authority I accepted all applications and did the hiring paperwork for approximately 50 new employees.
19. I also call in applicants for interviews – I conduct initial screening and give the GM my input and impressions on applicants. I look for speaking ability, education level, and experience, before recommending to the GM who he should meet.
20. Since being at Penn Station I have already recommended for hiring 3 people, including Mr. Ali, Ms. Kandakar, and Ms. Rashmine.
21. Operations Managers are on the floor, so know better than anyone who should get raises or promotions. At Penn Station, I've recommended a number of Expeditors and Sales Associates for raises, including Nusrat Sultana, Kum Kum, and Mr. Aslam. The GM acted upon my recommendations.
22. At Port Authority, I recommended Ms. Deepali for a promotion from Sales Associate to Manager. She did everything well, including customer service and taking care of the store; she was a very hard worker. I also recommended Monica Kumra for promotion from Book Associate to Book Manager at Hudson Booksellers. She was extremely knowledgeable of the books and merchandise, and handled displays and promotions well. She remains a high performing Book Manager and has held this position for the past six to seven years.

Maximizing Sales/Accountability

22 29. I go to each store in the morning to determine what merchandise needs to be restocked in
23 each store. I then direct Sales Associates, Expeditors and Warehouse Associates in
24 executing the restocking and replenishment of stores so they are ready for business.
25 30. During the day, I am constantly moving around all the stores in Penn Station, checking on
26 everything – merchandise, change money, voids, register problems, spot checks, assigning

- 1 breaks, shutting down registers at the end of each shift, etc. In between I am placing
2 inventory orders.
- 3 31. If items are not selling well, I independently remove them, and replace them with new
4 items.
- 5 32. I check the Crystal Report daily to determine what's selling and what is not. I can see
6 what is selling at all locations, to guide my merchandise decisions. With small stores that
7 have less selling space, I will go check the Crystal Report to determine the 10 best-selling
8 candies to stock the store with.
- 9 33. Managers receive a bonus for increasing sales at their locations. I have received bonuses
10 amounting to hundreds dollars.
- 11 34. I am responsible for customer satisfaction and held accountable if my staff does not
12 follow company policy. I therefore ensure that Sales Associates are giving the best
13 customer service, following the Travelers Best Friend policies, smiling at customers,
14 keeping the stores neat, clean, and stocked, and upselling at checkout.
- 15 35. I attend monthly manager meetings, which are attended by all managers (PM and AM),
16 where we discuss sales, customer service, upcoming promotions and programs,
17 minimizing shrink, inventory expectations, general operational issues, and more.
- 18 36. We also discuss sales activity. If sales are down, we discuss what the problem can be –
19 wrong merchandise, Sales Associates customer service levels, etc. Every time there is a
20 drop in sales we have to discuss the reason.
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1 I declare under penalty of perjury under the laws of the State of New York and the United States
2 of America that the foregoing is true and correct and that this declaration was executed this 11th
3 day of November, 2014, at New York, New York.

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6 UDITHA GOONATILAKA

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EXHIBIT 12

1 DLA PIPER LLP (US)
 2 1251 Avenue of the Americas
 3 New York, New York 10020
 4 Tel.: (212) 335-4500
 5 Fax: (212) 335-4501
*Counsel for Defendants Hudson Group (HG) Retail, LLC
 and Airport Management Services, LLC*

6 UNITED STATES DISTRICT COURT
 7 SOUTHERN DISTRICT OF NEW YORK

| | | |
|--|--|---|
| <p>8 MOHAMMED NABI and RIFAT RIZVI, 9 <i>on behalf of themselves, FLSA Collective 10 Plaintiffs and the Class,</i></p> <p>11 HUDSON GROUP (HG) RETAIL, LLC, 12 AIRPORT MANAGEMENT 13 SERVICES, LLC and JOHN DOES 1-10,</p> <p>14 Defendants.</p> | <p>X : X</p> | <p>Case No. 14 CIV 4635 (VEC)</p> <p>ECF Case</p> |
|--|--|---|

14 DECLARATION OF MARIA GUTIERREZ

15 I, Maria Gutierrez, declare as follows:

- 16 1. I have personal knowledge of the facts set forth in this Declaration and, if called as a
 17 witness, could and would testify competently as to their accuracy.
- 18 2. I currently work as an Assistant General Manager ("AGM") at Hudson's Grand Central
 19 Station operations in New York, New York.
- 20 3. I was hired on March 6, 1990 as a Sales Associate at Penn Station. I was promoted
 21 shortly thereafter to Supervisor, a position I worked for about one year. I was then
 22 promoted to Operations Manager, and worked in that role for about two years. I was
 23 again promoted to AGM at the World Trade Center in about 1996, covering the two stores
 24 below the towers. I was on vacation when the towers came down on 9/11. (No Hudson
 25 workers were lost.) I then transferred to Hoboken for about two years, and finally moved
 26 to Grand Central where I have worked as AGM since 2003.
- 27 4. I attended college in my native country of the Dominican Republic.

- 1 5. As a Hudson Manager during the relevant time periods, I have always received a weekly
2 salary which exceeds \$455 per week. I have not experienced any deductions in salary for
3 partial-day absences. My salary is not reduced for variations in the quality or quantity of
4 my work.
- 5 6. I generally perform my duties during the AM shift, where I oversee the total operations.
6 Along with two Operations Managers and one Warehouse Manager, I share supervision of
7 approximately seventeen (17) hourly staff. Along with the other Managers, I report to the
8 General Manager ("GM").
- 9 7. I check into work using the Kronos system, which is an electronic thumbprint
10 identification system. I do not clock or stamp out of work when I leave the facility.
- 11 8. Hudson's Grand Central Station operations consist of five (5) retail locations. Two (2)
12 retail locations are located within Grand Central, open seven days a week during both the
13 day and the evening. The other three (3) locations are in office buildings located at 335
14 Madison Avenue; The Biltmore and 347 Madison Avenue and are open weekdays during
15 both the day and night.
- 16 9. Notices addressing employees' FLSA and overtime compensation rights are clearly and
17 prominently posted on the employee poster board located in the employee locker room.
- 18 10. As AGM, I dress in business casual. The hourly staff wears Hudson logo shirts.
- 19 11. The General Manager's Office is located at 420 Lexington, in an office building inside of
20 Grand Central Station, which is also where the cash room and bookkeeping operations are
21 located.
- 22 12. As AGM, I make sure everyone is doing their jobs. I work both in the office and out on
23 the selling floor, where I rotate amongst the retail locations checking on the operations.
- 24 13. As AGM, I make executive decisions on my own. Like Operations Managers, I give
25 verbal counseling and warnings to the hourly staff. Indeed, I give verbal warnings almost
26 every day – counseling employees for not doing their jobs properly, not maintaining a
27 clean space, improper uniforms, poor customer service, tardiness, etc.

- 1 20. As the AGM, I am held accountable with Operations Managers for properly directing the
2 hourly staff and correctly managing breaks. This has a direct impact on the profitability
3 and success of the operations. The Operations Managers therefore create the initial work
4 schedules for the associates (which are approved by me) and are responsible for making
5 sure the shifts are properly staffed.
- 6 21. The GM depends on myself and the Operations Managers to make sure that stores are
7 open on time and fully stocked. I also depend on Operations Managers to ensure
8 customer service is at the highest levels, and to teach the associates customer service
9 skills.
- 10 22. I rely on the Operations Managers to create workable schedules for the associates so that
11 the stores are properly staffed. If they don't properly schedule the staff, then stores may
12 become understaffed during rush hours, forcing them to perform associate duties and
13 taking their attention away from management duties. We are all accountable if this
14 happens. Managers are never scheduled to perform associate duties, and only fill in where
15 there is an emergency.
- 16 23. While the GM and I are ultimately responsible for approving the hiring of an individual,
17 the Operations Managers also have Human Resources responsibilities. For example, they
18 will receive employment applications and pre-interview candidates (for about 5-10
19 minutes) to determine whether the candidate will be sent up to the GM. (Throughout the
20 day and evening, there are many walk-in applicants seeking employment.) Almost all the
21 hourly staff we hired are based on recommendations from the floor Managers.
- 22 24. No Managers at Grand Central (including myself) perform official employee reviews of
23 the hourly staff, because their employment, wages and raises are governed by a collective
24 bargaining agreement.
- 25 25. I keep track of the hourly employees' work, and based on my observations, make
26 recommendations to the General Manager regarding their performance and productivity.
27 The General Manager will seriously consider my recommendations.

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26. I attend manager meetings organized by the GM, where I provide input on the operations and we discuss operational issues as a group. The GM will seriously consider my recommendations and I am usually free from direct supervision by the GM. I provide input and have the authority to make recommendations to the GM regarding the hiring, discipline (up to and including termination), advancement, and promotion of the hourly staff.

27. I consider myself to be a fair, measured, and even-handed AGM. I work my hardest to get respect from my staff, and always try to remain calm and cool.

I declare under penalty of perjury under the laws of the State of New York and the United States of America that the foregoing is true and correct and that this declaration was executed this 16 day of January, 2015, at New York, New York.

MARIA GUTIERREZ

EXHIBIT 13

1 DLA PIPER LLP (US)
2 1251 Avenue of the Americas
3 New York, New York 10020
4 Tel.: (212) 335-4500
5 Fax: (212) 335-4501
6 *Counsel for Defendants Airport Management*
7 *Services, LLC and Hudson Group (HG) Retail, LLC*

8 UNITED STATES DISTRICT COURT
9 SOUTHERN DISTRICT OF NEW YORK

10 RANA KHAN, Individually and on Behalf of :
11 All Other Persons Similarly Situated, :

12 Plaintiffs, :

13 -against- :

14 AIRPORT MANAGEMENT SERVICES, LLC, :
15 HUDSON NEWS COMPANY, HUDSON :
16 GROUP LLC, HUDSON GROUP (HG) :
17 RETAIL, LLC, and JOHN DOES #1-10, :

18 Defendants. :

19 Case No. 10 CIV 7735 (NRB)

20 ECF Case

21 DECLARATION OF NAEEM HAIDER

22 I, Naeem Haider, declare as follows:

- 23 1. I have personal knowledge of the facts set forth in this Declaration and, if called as a witness, could and would testify competently as to their accuracy.
- 24 2. I currently work as an Operations Manager at Hudson's Grand Central Station operations in New York, New York.
- 25 3. I have a degree in Civil Engineering from a university in my native country of Pakistan.
- 26 4. I was hired by Hudson in approximately 2001 as a manager and spent two years in the Warehouse before I was promoted to Operations Manager roughly five years ago. Before working at Hudson, I worked as a Civil Engineer in Pakistan.
- 27 5. Since I began work as a Hudson General Manager, I have received a weekly salary which exceeds \$455 per week, and I have not experienced any deductions in salary for partial-day absences. As an Operations Manager, I currently receive a weekly salary of

1 approximately \$682.31 per week. My salary is not reduced for variations in the quality or
 2 quantity of my work.

- 3 6. I generally manage employees during the PM/night shift, which begins at approximately
 4 2:30 p.m. and lasts until approximately 1:30 a.m. I have in the past worked with Plaintiff
 5 Rana Khan, who also worked as a manager during the same shift as me.
 6 7. I check into work using the Kronos system, which is an electronic thumbprint
 7 identification system. I do not clock or stamp out of work when I leave the facility.
 8 8. Hudson's Grand Central Station operations consist of six retail locations. Four retail
 9 locations are located within Grand Central, open seven days a week during both the day
 10 and the evening. The other two locations are in office buildings located at 335 Madison
 11 Avenue and 337 Madison Avenue and are open weekdays during both the day and night.
 12 9. Notices addressing employees' FLSA and overtime compensation rights are clearly and
 13 prominently posted in the facility's time clock room, which is next to the main store.
 14 10. The General Manager's Office is located at 51 E. 42nd Street in an office building outside
 15 of Grand Central Station, which is also where the cash room and bookkeeping operations
 16 are located.
 17 11. As an Operations Manager, I share supervision of approximately twenty-two to twenty-
 18 three Sales Associates and Watchmen during my shift, spread out over the six retail
 19 locations. I walk around to all six retail locations, checking on the operations.
 20 12. As an Operations Manager, I dress in business casual. The hourly staff wear Hudson logo
 21 shirts.
 22 13. I utilize independent judgment and discretion in performing my duties. I spend a
 23 significant amount of time performing management duties, and direct my staff in a
 24 number of ways, such as how to minimize shrink (i.e. shoplifting) in the stores and how to
 25 properly implement company policies on customer service. I also monitor each of the six
 26 locations during rush hour to ensure the operations are running smoothly and there are no
 27 merchandise shortages. If a shortage exists, I make sure it is filled. When I pitch in to
 28

1 help my staff in an emergency, I do so independently, without being told, not based on
 2 any schedule, and at a time and length of my own choice.

3 14. I am responsible for ensuring that customers are satisfied, and that my staff provides good
 4 customer service. If a staff member is not providing good customer service, I will pull
 5 him or her aside and give instruction on how to better meet customers' needs.

6 15. I train and coach new employees in the day-to-day performance of their duties and give
 7 daily training to current employees regarding proper customer service. I conduct on-the-
 8 floor training and formal training whereby I show and discuss customer service
 9 instructional videos to employees.

10 16. I receive employment applications from walk-in applicants, and conduct pre-interviews
 11 whereby I decide whether or not to send the applicant up to the General Manager for a
 12 second interview.

13 17. I am responsible for ensuring hourly employees perform their duties and follow company
 14 rules. For example, if an employee is not following company policies I will give them a
 15 verbal warning. If the violation is serious, I will write up the incident and forward it to the
 16 General Manager. I also conduct periodic spot checks of employee cash registers.

17 18. I also have the authority to discipline. For example, if an employee is not wearing the
 18 proper work attire, I have the authority to send the employee home. If the General
 19 Manager is available I will run the decision by him. However, if he is not available I have
 20 the authority to discipline him independently. In any event, the General Manager will
 21 seriously consider my recommendations as to employee performance and/or discipline.

22 19. Similarly, I also have the authority to send an employee home if he or she is not feeling
 23 well, and call an ambulance if necessary. If the General Manager is available I will run
 24 the decision by him. However, if he is not available I will send the employee home
 25 independently. When the General Manager or Assistant General Manager are not around
 26 in the evening, I will handle situations that come up such as sick employees, publisher
 27 visits, and leaking ceilings.

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-3-

- 1 20. I also answer customer complaints about Sales Associates. When customers ask "Where
 2 is your Manager" they are directed to me. I handle customer complaints and take their
 3 statements if necessary. For example, if a customer complains about being short-changed,
 4 I take down their information and pass it along to the office. Later, after the cash register
 5 is closed out, I will call the customer if he or she was in fact short-changed, and ask them
 6 to return to the store for a refund. I also handle customer complaints about Sales
 7 Associates if, for example, a customer complains they were treated rudely.
- 8 21. I evaluate employee productivity. For example, if Sales Associates are going above and
 9 beyond their duties to ensure customers are happy, I will praise them and let the General
 10 Manager know about their good work. I will also recommend that they receive a \$25
 11 Thank You Gift Card, which the General Manager has acted upon a number of times.
- 12 22. During the day, I observe and act on customer preferences regarding Hudson
 13 merchandise, such as magazines, headphones, camera batteries, candy, sugarless candy,
 14 books, international and domestic magazines, small gifts, souvenirs, eyeglasses and
 15 beverages. For example, if the retail stores do not carry a particular item that multiple
 16 customers seek, I will make a recommendation to the General Manager that we place an
 17 order for that product. Similarly, if a product is not selling well, I will recommend to the
 18 General Manager that we discontinue carrying the product.
- 19 23. I also use independent judgment and discretion in performing my managerial duties by
 20 meeting with the General Manager on a daily basis to discuss ways in which we can
 21 maximize sales and profits.
- 22 24. I am also accountable and responsible for minimizing shrink. I direct Sales Associates on
 23 where to stand to properly keep watch of the customers in order to prevent theft.
- 24 25. I am held accountable for the proper management and performance of the staff. For
 25 example, if an employee under my direction steals from the company or does not follow
 26 company policy, I am held accountable.
- 27 26. I am responsible for preparing the employee work schedules for the night shift. I create
 28 the schedule and give it to the Assistant General Manager. I also record certain activities

in the Grand Central Station log book to notify the next shift's managers of various operational issues, such as whether employees called out sick or left early.

7 28. On March 10, 2011, Plaintiff Rana Khan called me after his deposition. He claimed that
8 the Company made him a settlement offer of \$25,000. I understand from my General
9 Manager that this is completely false.

10

11 I declare under penalty of perjury under the laws of the State of New York and the United States
12 of America that the foregoing is true and correct and that this declaration was executed this 13
13 day of July, 2011, at New York, New York.

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Racem Haidel

NAEEM HAIDER

EXHIBIT 14

1 DLA PIPER LLP (US)
 2 1251 Avenue of the Americas
 3 New York, New York 10020
 4 Tel.: (212) 335-4500
 5 Fax: (212) 335-4501
*Counsel for Defendants Hudson Group (HG) Retail, LLC
 and Airport Management Services, LLC*

5 UNITED STATES DISTRICT COURT
 6 SOUTHERN DISTRICT OF NEW YORK

7 MOHAMMED NABI and RIFAT RIZVI,
 8 *on behalf of themselves, FLSA Collective
 Plaintiffs and the Class,*

9 Plaintiffs,

X Case No. 14 CIV 4635 (VEC)

10 -against-

ECF Case

11 HUDSON GROUP (HG) RETAIL, LLC,
 12 AIRPORT MANAGEMENT
 SERVICES, LLC and JOHN DOES 1-10,

13 Defendants.

X

14 **DECLARATION OF RAJINDER KAUR**

15 I, Rajinder Kaur, declare as follows:

- 16 1. I have personal knowledge of the facts set forth in this Declaration and, if called as a
 17 witness, could and would testify competently as to their accuracy.
- 18 2. I currently work as an Operations Manager at Hudson's Grand Central Station operations
 19 in New York, New York.
- 20 3. I was hired as a cashier at Hudson's LaGuardia Airport operations in November 17th,
 21 2002. In or about April 2003 I was promoted to an hourly supervisor position; and two to
 22 three years later I was promoted to salaried Operations Manager. In or about 2008, I was
 23 transferred to Grand Central Station.
- 24 4. I have a Bachelor's Degree from Khalsa College in India.
- 25 5. Since I began work as a Hudson Manager I have received a weekly salary which exceeds
 26 \$455 per week. I have not experienced any deductions in salary for partial-day absences.
 27 My salary is not reduced for variations in the quality or quantity of my work.

- 1 6. As a Hudson Manager, I dress in business casual. The hourly staff wears Hudson logo
 2 shirts.
- 3 7. Notices addressing employees' FLSA and overtime compensation rights are clearly and
 4 prominently posted on the employee poster board located in the employee locker room.
- 5 8. I check into work using the Kronos system, which is an electronic thumbprint
 6 identification system. I do not clock or stamp out of work when I leave the facility.
- 7 9. Hudson's Grand Central Station operations consist of five (5) retail locations. Two (2)
 8 retail locations are located within Grand Central, open seven days a week during both the
 9 day and the evening. The other three (3) locations are in office buildings located at 335
 10 Madison Avenue. The Biltmore and 347 Madison Avenue and are open weekdays during
 11 both the day and night.
- 12 10. The General Manager's ("GM") Office is located at 420 Lexington, in an office building
 13 inside of Grand Central Station, which is also where the cash room and bookkeeping
 14 operations are located.
- 15 11. As Operations Manager, I share supervision with one other Operations Manager over
 16 approximately eighteen (18) Sales Associates and Watchmen, as well as an hourly
 17 Supervisor, spread out over the five retail locations.
- 18 12. As Operations Manager, I am responsible for opening and closing stores, a duty which
 19 hourly staff do not have.
- 20 13. I generally walk the floor and rotate amongst all five retail locations during my shift,
 21 checking on the operations. I very rarely cover for a cashier – only when there is an
 22 emergency and we are totally short-staffed.
- 23 14. I work the AM shift, and each morning I walk around to all the locations taking inventory
 24 and ordering merchandise to stock our shelves. I direct the hourly staff in making sure the
 25 selling floor is neat, orderly, properly displayed, and fully stocked.
- 26 15. I help maximize sales by assessing customers' needs, and ensuring the retail locations
 27 carry all the products customers are demanding. For example, I am responsible for taking
 28 inventory and placing electronics ^{orders}_{orders} from Belkin, the company's electronics

1 accessories vendor. It is my responsibility to work with the warehouse throughout the
 2 day, to make sure that inventory is delivered efficiently, and that our selling floor is fully
 3 stocked.

4 16. Another important responsibility of my job is maximizing sales. I accomplish this by
 5 ensuring my hourly staff are following Hudson's company policies, including its customer
 6 service policies. I remind them to smile more, greet customers, and thank customers for
 7 their business.

8 17. I also participate in a Management Incentive Program whereby Hudson managers have the
 9 opportunity to receive a bonus if their location exceeds sales targets. I therefore look for
 10 opportunities to increase sales. For example, I will recommend that the company carry
 11 certain products, such as Belkin electronics accessories. The GM will generally act on my
 12 recommendations.

13 18. In January, I will receive training in the Dufry Plus One Management Program, which
 14 teaches managers like myself enhanced customer service and sales techniques.

15 19. As Operations Manager, I independently handle most operation and personnel issues. I
 16 will involve the GM or Assistant General Manager ("AGM") only when necessary. For
 17 example, when associates become sick or wish to leave work early, they must check with
 18 an Operations Manager. I have the authority to independently send the employee home.

19 20. I also independently handle almost all customer complaints. If a customer is unhappy, it
 20 is up to me to satisfy that customer. Unless there is a major issue, I do not seek the GM's
 21 input.

22 21. Generally, the Operations Managers on duty are responsible for determining where each
 23 Sales Associates and Expeditors will be working each shift. Each morning I receive a list
 24 of what hourly staff are scheduled to work. I then exercise discretion and independent
 25 judgment by assigning our most skilled Sales Associates (quickest and with best customer
 26 service) to cover our busiest stores. I account for call-outs and delegate how to best
 27 distribute the staff on-hand.

- 1 22. The clientele and operations in the train stations are very hectic and fast. I therefore
 2 manage traffic flow so there is quicker service and customer lines move fast. I make sure
 3 cashiers are working efficiently, and I motivate Sales Associates to expedite each
 4 transaction quicker. I independently send employees on breaks, and direct overall
 5 employee coverage at the stores.
- 6 23. As an Operations Manager, I am held accountable for any theft or shrink (internal or
 7 external) that occurs when I am on duty. At the retail locations, I make sure that
 8 associates are keeping a watchful eye on customers to prevent theft. Additionally, when
 9 receiving orders from the warehouse, I inspect the boxes to make sure they are delivered
 10 with the seal intact and have not been tampered with.
- 11 24. To minimize shrink, I also implement company policy by making sure that merchandise
 12 transferred from store to store follows protocol – it must be sealed, inventoried, and
 13 signed by the receiving and shipping managers.
- 14 25. I am also accountable for the proper display and merchandizing of retail products. I am
 15 responsible for implementing Hudson policies regarding merchandising and customer
 16 service. I emphasize teamwork with my associates and correct them if they make
 17 mistakes.
- 18 26. I keep track of the hourly employees' work, and based on my observations, make
 19 recommendations to the General Manager regarding their performance and productivity,
 20 especially if they are hard working. The General Manager will seriously consider my
 21 recommendations. I also randomly spot check hourly staff members' cash registers to
 22 make sure they are doing their jobs correctly.
- 23 27. As an Operations Manager, I train and coach new employees in the day-to-day
 24 performance of their duties and give daily training to current employees regarding proper
 25 customer service and how to handle the rush hour crowds. I also train associates on how
 26 to watch for theft.
- 27 28. At the end of the shift, I enter the day's operational events into a Manager Logbook for
 28 the General Manager's review.

- 1 29. I attend manager meetings organized by the General Manager, where I provide input on
2 the operations and we discuss operational issues as a group. The General Manager will
3 seriously consider my recommendations and I am usually free from direct supervision by
4 the General Manager.
- 5 30. I have good relationships with my hourly staff, and they generally follow my directions.
6 Regarding discipline or termination, however, I am required to consult with my GM
7 because the hourly staff are members of a union, and the company must follow strict
8 procedures when disciplining union member employees.
- 9 31. I provide input and have the authority to make recommendations to the GM regarding the
10 hiring, discipline (up to and including termination), advancement, and promotion of the
11 hourly staff.
- 12 32. My duties and responsibilities are generally the same as those listed on the Hudson job
13 description for Operations Managers.
- 14 I declare under penalty of perjury under the laws of the State of New York and the United States
15 of America that the foregoing is true and correct and that this declaration was executed this 31
16 day of Dec, 2014 at New York, New York.

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18 
19 RAJINDER KAUR



Position: Assistant Manager/Operations Manager

Reports to: General Manager

Job Summary:

Assists the General Manager in executing the day-to-day activities in support of the strategic planning initiatives to ensure a productive and profitable operation; while helping to promote an overall corporate image of excellence through a strong work ethic, leadership by example, and the consistent delivery of excellent customer service and store visual presentation throughout the operation.

Job Responsibilities:

- Assist the General Manager in maximizing sales and profits by meeting and exceeding sales budgets while minimizing shrink.
- Assists the General Manager in recruiting and developing quality staff at all levels. Provides input to location succession planning.
- Provides leadership, effective management and training for staff.
- Ensures communications from home office and the General Manager is delivered to all staff levels.
- Ensures full adherence to all company policies and procedures.
- Implements and enforces controls that protect the companies assets from internal and external shrink.
- Ensures over-all floor coaching and supervision is delivered consistently to ensure excellent customer service.
- Completes on a timely basis all administrative work as assigned by the General Manager, (i.e. scheduling, back office administration).
- Performs daily/ weekly operational audits.
- Ensures adherence to all promotional programs and reports deficiencies in compliance to the General Manager.
- Demonstrates excellent product knowledge and visual merchandising skills
- Performs daily inspections in each store to ensure company standards in visual presentation, stock replenishment and housekeeping are maintained.